



KING COUNTY
CUSTOMER SERVICE SPECIALIST II
KING COUNTY SUPERIOR COURT / FAMILY COURT OPERATIONS

Job Announcement No.: 04GF4073

Hourly Rate Range 15.17 - \$19.23

OPEN: 2/23/04 CLOSE: 3/5/04

WHO MAY APPLY: This position is open to all qualified applicants. This recruitment will create a list of competitive candidates to fill vacancies that may occur throughout the year.

WHERE TO APPLY: Required forms and materials **must** be sent to: **Human Resources Department, King County Superior Court, 516 Third Avenue, KCC-SC-0203, Seattle, WA 98104.** Application materials must be received by 4:30 p.m. on the closing date. (Postmarks are NOT ACCEPTED). Please call (206) 296-9355 for further inquiries. **PLEASE NOTE:** Applications not received at the location specified above and by the due date will not be processed.

FORMS AND MATERIALS REQUIRED: A [Superior Court application form](http://www.metrokc.gov/kcsc/app.htm), resume and letter of interest detailing your background and describing how you meet or exceed the qualifications and primary job functions. **Only Superior Court application forms will be accepted.** Application forms are available in Room W-554, King County Courthouse in downtown Seattle, or Room 2D, Regional Justice Center in Kent. You can also download the form at <http://www.metrokc.gov/kcsc/app.htm>

WORK LOCATION: This position will be located at the King County Courthouse in downtown Seattle, or the Regional Justice Center in Kent. Position may also require working at other court facilities.

WORK SCHEDULE: This is a full-time position working 35 hours per week. Work schedule is Monday through Friday, 8:30 a.m. to 4:30 p.m.

PRIMARY JOB FUNCTIONS: Working for the following Family Court Operations Programs: Family Court Services, Family Law Facilitators, Unified Family Court, Dependency CASA and/or Adoption Service. The incumbent for this position will be responsible for handling a high volume telephone system; providing public and program information to attorneys, clients, court personnel and the public. Processing and routing incoming mail; maintaining schedules for staff and process internal staff payroll; data entry, typing school and client authorization forms, legal file review and screening. Provide other office and team clerical support functions as assigned. This position will cross train to assist and backup in all Family Court Operations Programs.

QUALIFICATIONS: A high school diploma and two years clerical experience with high volume receptionist and clerical work, and a demonstrated ability to work well with others. Must have good computer experience and working knowledge of various software applications including Word, Access and Excel. Court or legal office experience desired. Ability to communicate effectively with a wide range of people in a professional manner. Maintain good working relationships with staff members and the public. Must be a team player with the ability to multi-task and work in a fast-paced, stressful environment. Must possess outstanding time management and organizational skills. Outstanding attendance and punctuality are a requirement of this position.